

10005530-120304

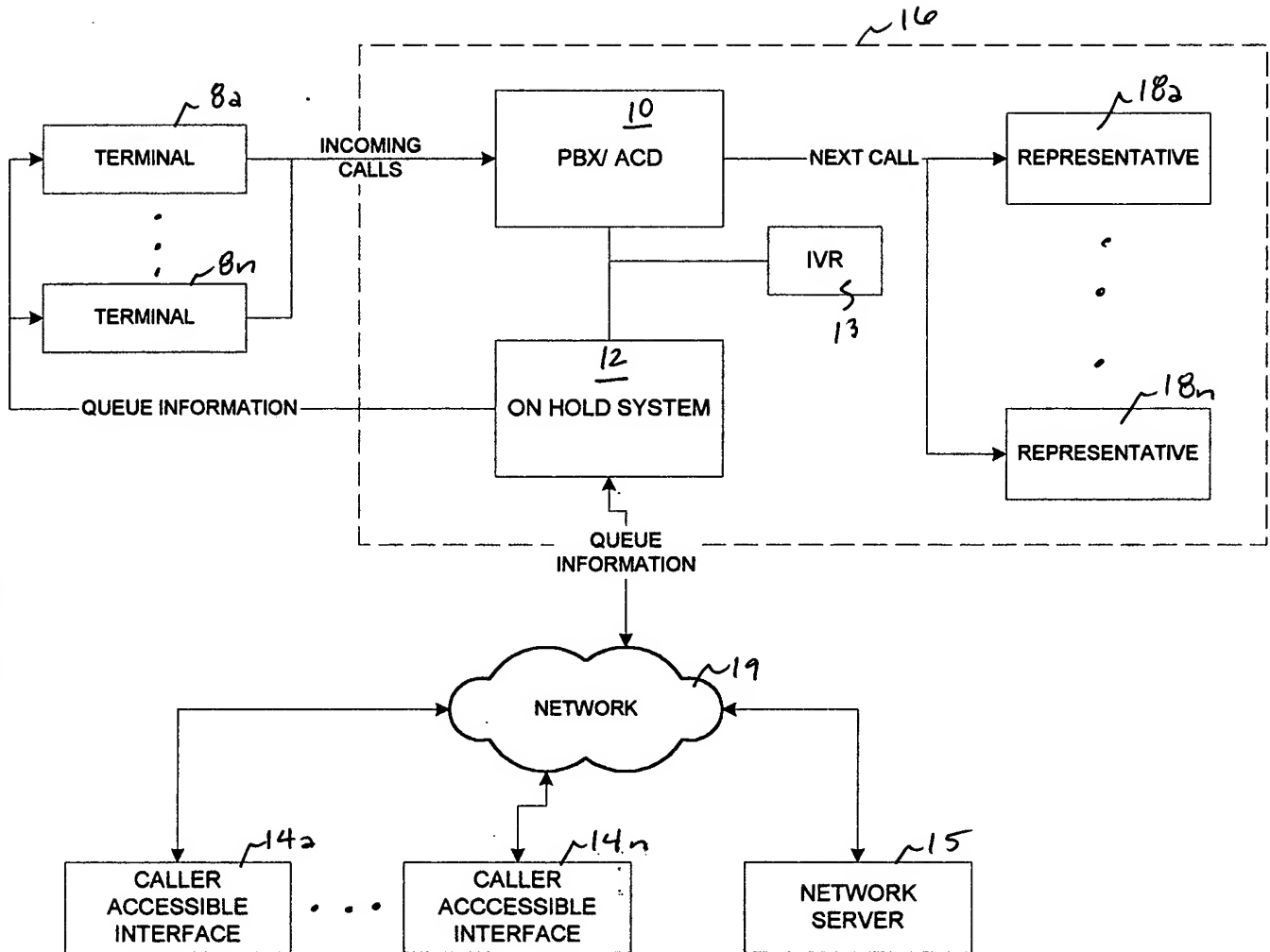


FIGURE 1

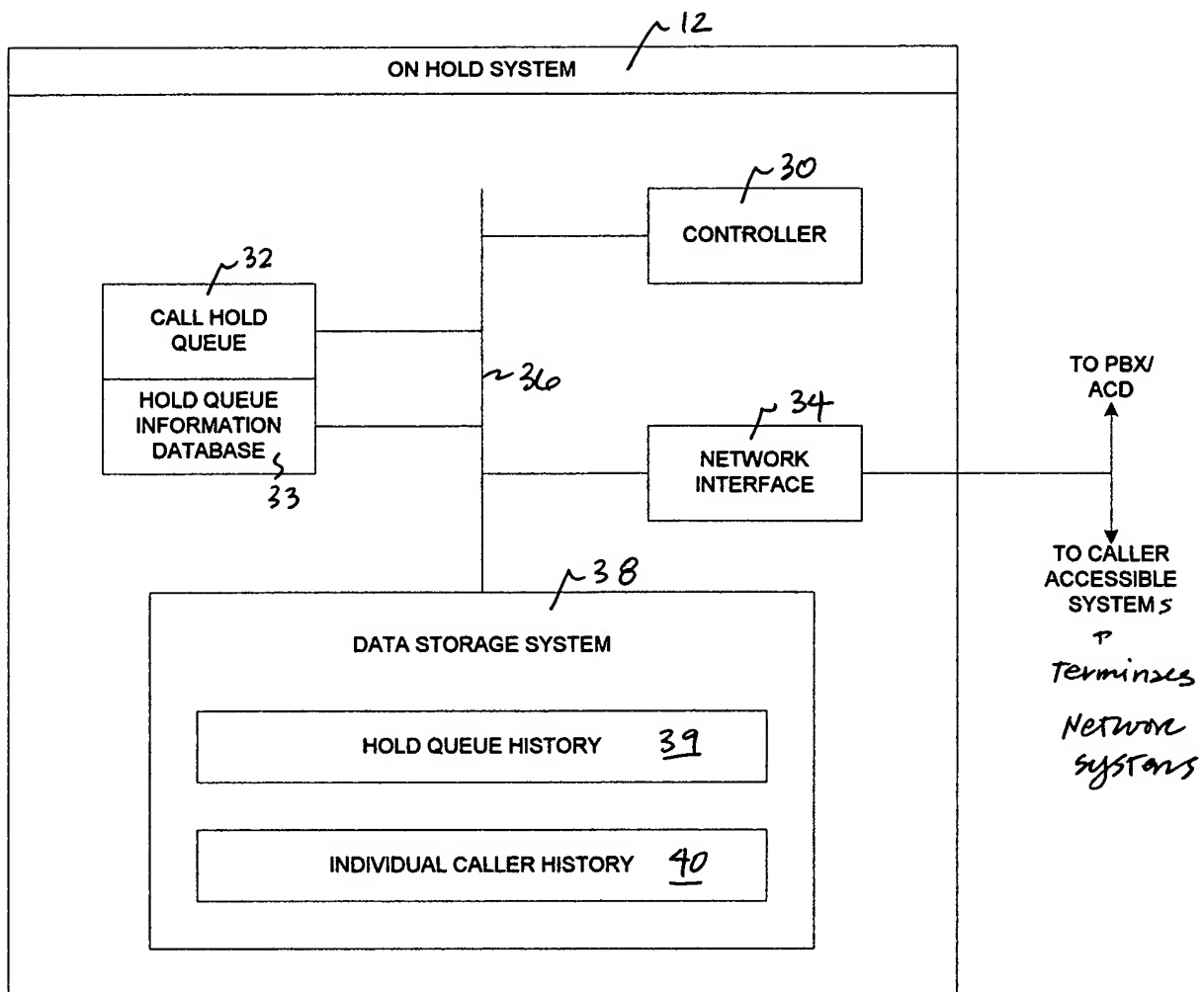


FIGURE 2

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**HOLD QUEUE INFORMATION MENU TRANSCRIPT**

**XYZ SERVICE**

**TO RECEIVE PUBLICATION OF HOLD QUEUE INFORMATION: PRESS OR ENTER 1**

FOR VOICE OUTPUT TO CALLING DEVICE: PRESS OR ENTER 1  
FOR TEXT OR GRAPHIC OUTPUT TO CALLING DEVICE: PRESS OR ENTER 2

CURRENT PEOPLE ON HOLD : 40  
AVERAGE TIME IN HOLD QUEUE TODAY: 70 MINS  
CONSULTANTS ON DUTY : 5  
CALL DURATION : 12 MINS  
YOUR POSITION : 25  
YOUR ESTIMATED WAIT TIME : 125 MINS  
TIME LEFT TO CLOSE OF BUSINESS : 240 MINS  
YOUR TRACKING NUMBER IS : 12930  
YOUR TOTAL TIME ON HOLD : 5 MINS  
ON-LINE WEB SITE : WWW.XYZSERVICE.COM  
PRESS 8 FOR MORE OPTIONS

**FOR WEB ACCESS: PRESS OR ENTER 3**

YOUR TRACKING NUMBER IS : 12930  
ON-LINE WEB SITE : WWW.XYZSERVICE.COM

**FOR EMAIL: PRESS OR ENTER 4**  
**FOR INSTANT MESSAGING : PRESS OR ENTER 5**

**ENTER YOUR NETWORK IDENTIFIER AND ENTER #**

**[TRANSMIT EMAIL OR INSTANT MESSAGE]**

**TO LOG THE SUBJECT MATTER OF YOUR CALL : PRESS OR ENTER 2**

**SELECT FROM ONE OF THE FOLLOWING SUBJECTS**  
PRINTER ISSUE : PRESS OR ENTER 1  
MODEM ISSUE : PRESS OR ENTER 2  
MOUSE ISSUE : PRESS OR ENTER 3  
MONITOR ISSUE : PRESS OR ENTER 4  
OTHER HARDWARE ISSUE : PRESS OR ENTER 5  
UNIDENTIFIED ISSUE: PRESS OR ENTER 6

*Figure 3*

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HOLD QUEUE INFORMATION PUBLICATION - CALL TRACKING # 12930				
POSITION	CALL DURATION	TIME WITH REPRESENTATIVE	REPRESENTATIVE	SUBJECT
*	71 MINS	1 MIN	JOE DUCK	UNKNOWN
*	90 MINS	20 MINS	JAME DUCK	PRINTER ISSUE
*	75 MINS	5 MINS	TOM DUCK	PRINTER ISSUE
*	70 MINS	1 MIN	JOHN DUCK	MODEM ISSUE
1	69 MINS	0 MINS	<del>SWIFTY DUCK</del>	MOUSE ISSUE
2	65 MINS	0 MINS	<del>BLUE DUCK</del>	OTHER
25	12 MINS	0 MINS	<del>DOE DUCK</del>	MONITOR ISSUE

UPDATE SUBJECT

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FIGURE 4

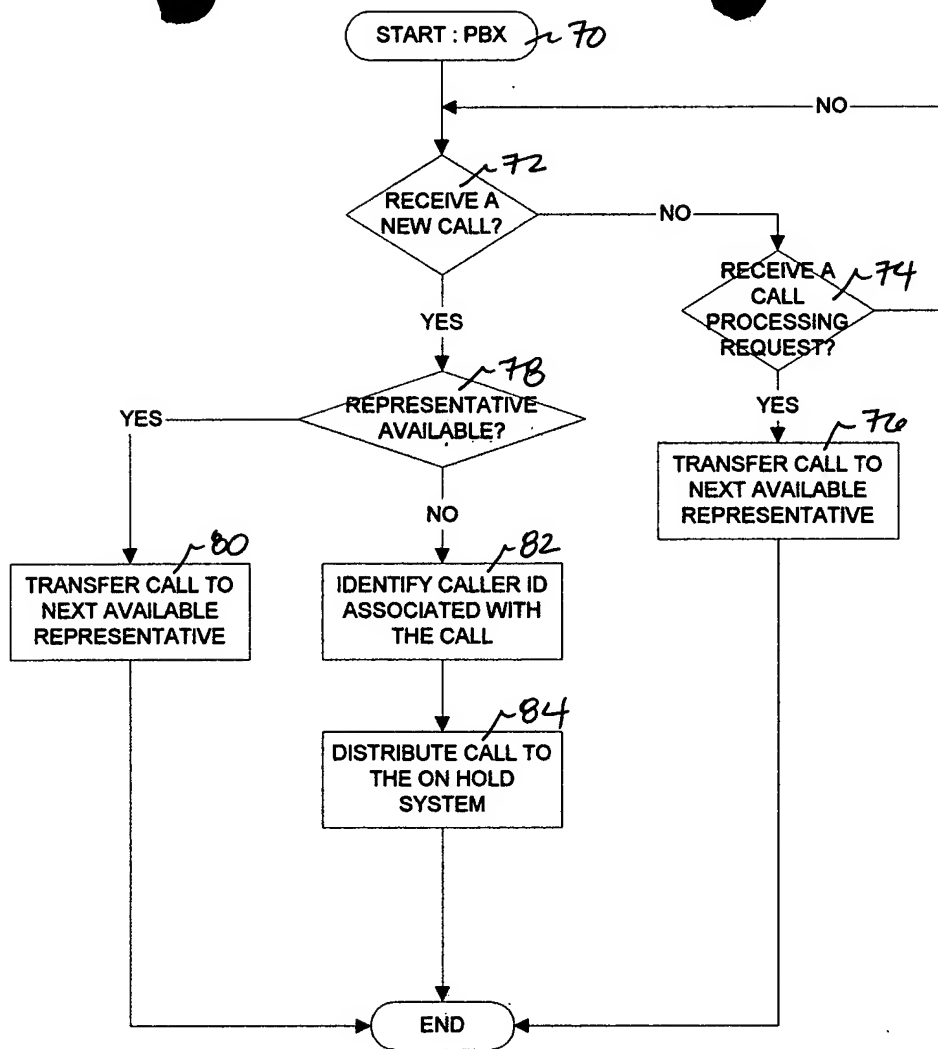


FIGURE 5

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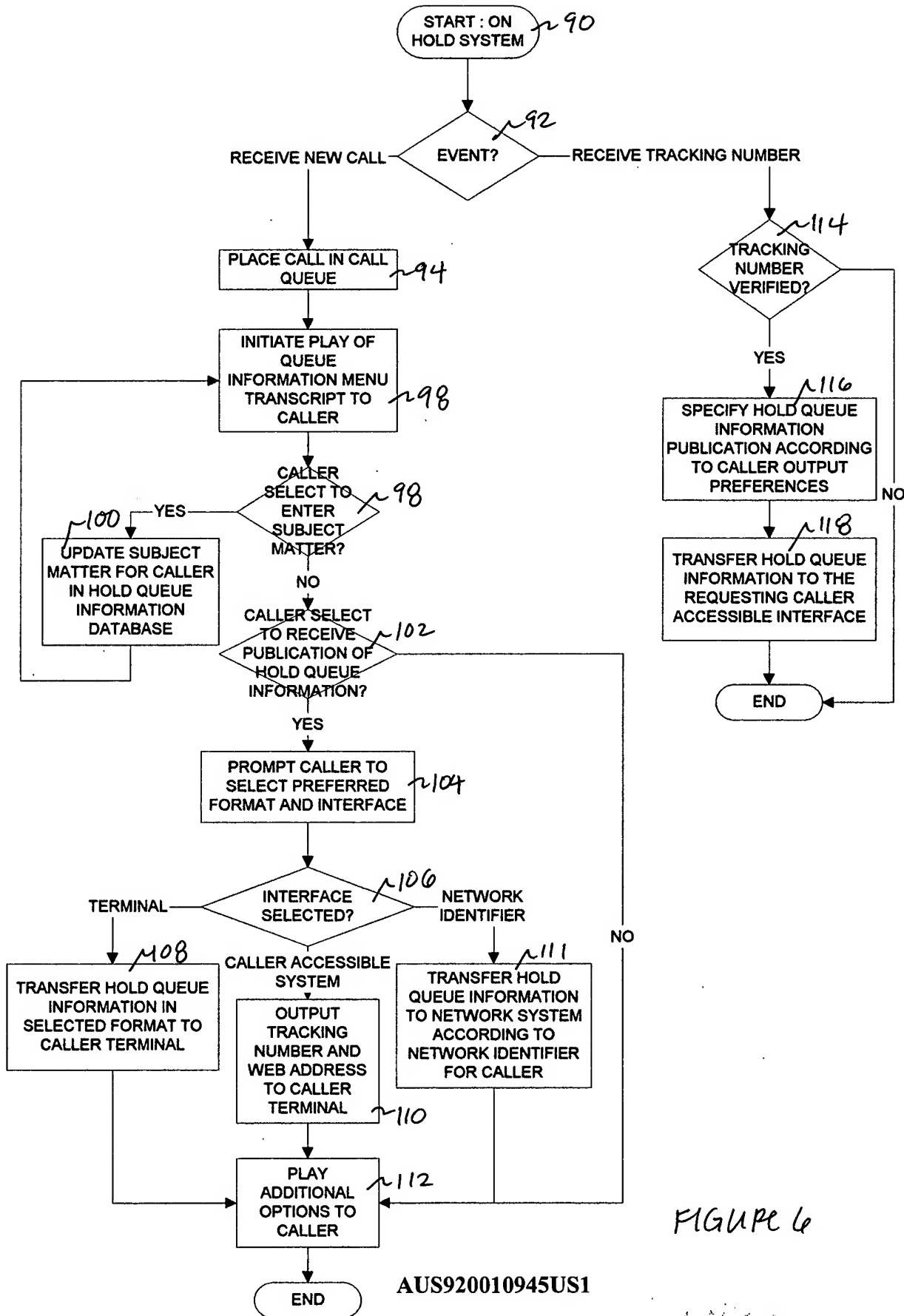


FIGURE 6

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